

# Orleans Parish Communication District 1st Year Wins

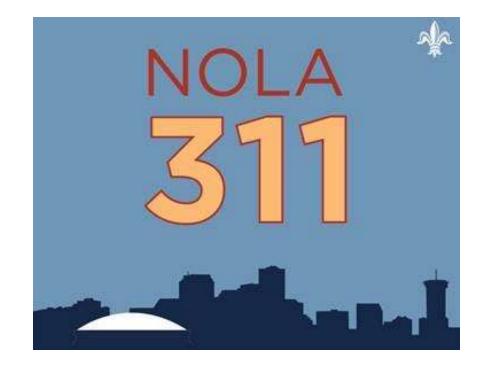
**City of New Orleans** 

### **Contents**



- 1) Successful Consolidation of 3-1-1 Services
- 2) RapidSOS Deployment
- 3) 911 Call Answer Time and Office of Training and Compliance

# 1) Successful Consolidation of 3-1-1



### 3-1-1 Consolidation

On January 2, 2019, 3-1-1 services officially transferred to OPCD control

#### Status Quo

- The City of New Orleans offered 3-1-1 service only via the telephone and during normal business hours
- Residents were often left in the dark about the status of their request

### Scope

- The City of New Orleans and the OPCD entered into a Cooperative Endeavor Agreement to bring 3-1-1 under the management of OPCD
- All current 3-1-1 staff would be offered employment opportunities at OPCD

### Improvement/Why It Matters

- 3-1-1 services are now available 24 hours a day
- Citizens can submit service requests online and receive updates as their request moves through city government

# 2) RapidSOS Deployment



### RapidSOS Deployment PRAPIDSOS

#### Status Quo

- Location accuracy is one of the most critical components of a 9-1-1 call. If we are unable to determine where the emergency is, help can not be sent.
- 9-1-1 relies on very antiquated and legacy technology for location report which has proven to be very inaccurate.

### Scope

- RapidSOS has announced a new Next Generation 9-1-1 (NG911) clearinghouse that will store advance location information for smart devices.
- That information will be presented almost instantly to the public safety answering point (PSAP) when the 9-1-1 call is made.

### Improvement/Why It Matters

- In a city heavy with tourist like New Orleans, callers owner have enough information to provide an accurate location.
- RapidSOS will allow OPCD to quickly identify a dispatchable location using all data points (cell tower, WiFi devices, smart phones, etc.)



## 3) 911 Call Answer Time and Office of Training and

Compliance



### 911 Call Answer Time and Office of Training and Compliance



### 911 Call Answer Time

- The NFPA requires that OPCD answer 9-1-1 calls within 15 seconds, 95 percent of the time.
- Currently, OPCD is trending at 98 percent

### Office of Training & Compliance

- New division staffed by a manager, two supervisors and four specialists who are solely focused on quality control, quality assurance, compliance and the development of training materials.
- This new division centrally handles as complaints and manages all accreditation efforts.